

**ARIZONA DEPARTMENT OF REAL ESTATE
REAL ESTATE ADVISORY BOARD
MINUTES
January 10, 2008**

The Arizona Real Estate Advisory Board met on Thursday, January 10, 2008 at the Arizona Department of Real Estate (ADRE), 2910 N. 44th Street, First Floor Conference Room, in Phoenix, Arizona.

I. CALL TO ORDER

Chair Gary Brasher called the meeting to order at approximately 10:05 a.m.

Members present:

- ☐ Gary Brasher, Chair, Tubac
- ☐ Lisa Suarez, Vice Chair, Tucson
- ☐ Tom Pancrazi, Member, Yuma
- ☐ Frank Dickens, Member, Phoenix
- ☐ Kathy Howe, Member, Sedona
- ☐ Ann White, Member, Tucson
- ☐ Patti Shaw, Member, Phoenix

Unable to attend: Bruce Mosby, Member, Phoenix

ADRE representatives present:

- ☐ Sam Wercinski, Commissioner
- ☐ Jerome Jordan, Assistant Commissioner, Operations
- ☐ Tom Adams, Assistant Commissioner, Investigations
- ☐ Tory Anderson, Assistant Commissioner, Policy & Projects
- ☐ Roy Tanney, Assistant Commissioner, Development Services
- ☐ Mary Utley, Assistant Commissioner, Public Relations
- ☐ Janet Blair, Assistant Commissioner, Licensing
- ☐ Robert Hall, Executive Assistant to the Commissioner

Public present:

- ☐ None

II. MINUTES

Upon motion by Lisa Suarez, seconded by Kathy Howe, the Minutes of the October 11th, 2007 meeting were unanimously approved.

III. ANNUAL ELECTIONS OF OFFICERS

Chair Brasher requested nominations for Chair and Vice-Chair. Ann White nominated Gary Brasher for Chair and Lisa Suarez for Vice Chair. Kathy Howe seconded the nomination. The

nominations were unanimously approved. Gary Brasher and Lisa Suarez accepted the positions of Chair and Vice-Chair respectively.

IV. CASE REVIEW SUBCOMMITTEE UPDATE

Janet Blair, Assistant Commissioner for Licensing, Education & Auditing gave update on the Case Review Subcommittee and clarified questions from Board Members. Discussion ensued.

V. WELCOME NEW BOARD MEMBER

Chair Brasher welcomed new member Patti Shaw as an official member the Real Estate Advisory Board.

VI. FACILITATOR REPORT FROM ADVISORY BOARD MEMBERS

Chair Brasher requested that members report on their facilitator inquiries. Several members had received inquiries from the public.

COMMISSIONER'S REPORT

Commissioner Wercinski presented the Annual report to the Board. He highlighted the accomplishments within the Department including streamlining of Divisions, specifically Investigations. He also noted that the Department has been practicing and promoting mutual respect and the three-entity principal. The Commissioner mentioned the signing of the Intergovernmental Agreement (IGA) by Gila and Cochise counties. We are continuing to work with other counties to partner in this effort. Commissioner Wercinski noted that outreach is ongoing through the Community Outreach and Education (COE) presentations. He announced that the next round of COE sessions would be held throughout the state during the month of March. Commissioner Wercinski requested that the Assistant Commissioners provide reports for their respective divisions.

- Jerome Jordan, Assistant Commissioner, Operations /Enforcement & Compliance (E&C) Division reported that the Department was able to hire new staff in E&C by utilizing new efficiencies such as cross training personnel. He highlighted a focus on commitment to consumer protection; focus on illegal subdivisions; and, fair and credible enforcement.
- Tom Adams, Assistant Commissioner, Investigations reported that the Department was able to increase the number of investigators dedicated to development violations from 3 to 6 by shifting resources. He highlighted new efficiencies. Development Investigators are assigned to counties to provide closer contact between the county officials and the Investigation Division. Investigators work more cases in teams to process more information more quickly. The

Customer Assistance Team is trained in more areas of real estate law which enables them to address consumer questions more efficiently and effectively. Investigators are provided more external training than in the past to increase their knowledge and skills.

- Cindy Ferrin, Manager Development Services reported advancements in Public Reports. The Development Services team uploaded all available Public Reports from 1997 to present onto the Department's website. She also noted that minimum filing requirements were established for applications for subdivision public reports which eliminated inefficient use of resources on incomplete applications. They have encouraged the use of digital documents to reduce paper files. Cindy also reported that by working cooperatively with Cities, Towns and Counties, the Development Services Division gained awareness of the extent of opportunities to assist the Public and the Industry by working cooperatively with local jurisdictions and other state agencies. She noted examples of success in La Paz County, Graham County, Coconino County and Pima County. Cindy reported on the Department's assistance to the Public through the Community Outreach and Education presentations held statewide.
- Janet Blair, Assistant Commissioner, Licensing, Education and Auditing provided information on new education legislation. She announced that the Department had initiated a test program which brings ADRE to northern Arizona offering services in Licensing, Education, Auditing, Development Services and Investigations. Janet advised that the Department is now offering preventative audits to brokers which produce a customer-friendly atmosphere designed to encourage brokers to bring concerns and questions to the department. She reported that "Rural Tuesdays" are used to educate staff which improves customer service as well as efficiency. Janet also noted that through the "Plain Talk" initiative, which simplifies language on forms, there has been a decrease in forms being returned. She reported that by improving efficiencies the Licensing Division is better equipped to serve the customers.
- Tory Anderson, Assistant Commissioner, Policy & Special Projects reported on new laws passed, such as the four-year license and the online entity pairing. She stated that these new laws helped contribute to fiscal efficiencies attained by the Department. The Department has enhanced the website to provide more information to the public. She added that the website is now more user-friendly. We are still moving forward on additional technology improvements. The Department took steps to save money in the operating budget by restricting employee travel and promoting efficient use of resources which allowed us to hire temporary employees. There has been a savings in money for postage. This savings will be used in support of the Investigations and Enforcement & Compliance divisions. Tory briefly discussed the State budget deficit and the impact on the Department.

- Mary Utley, Assistant Commissioner, Public Relations reported on the Arizona Mexico Commission / Real Estate Ad-Hoc Committee. Both Commissioner Wercinski and Chair Gary Brasher are the co-chairs for the Real Estate Ad-Hoc Committee. She noted that the committee is used as a “model committee” by the AMC because of accomplished action items. One example being the licensure of real estate agents in Sonora, Mexico; the only state in Mexico that now requires licensure. Mary reported that Commissioner Wercinski recently toured various developments and met with key individuals so as to build relationships. Mary reported on citizen complaints that the AMC is working on, some of which reach a very high level. Mary then reported on ADRE issues. She reported that the Governor’s “Pack the Bus” toy campaign, which brings school supplies to needy school children, was a great success. ADRE participated in the “Holiday for Children” program which provides gifts to children whose parents are incarcerated. Mary announced that she no longer provides oversight of the Personnel Division at ADRE. She stated that she will now spend ½ of her time in the Tucson office.

VII. OTHER MATTERS

Gary Brasher reported completion of the annual report to the Governor.

Commissioner Wercinski offered a recommendation that the Real Estate Advisory Board be held in various locations around the State. Kathy Howe made a motion to move the next meeting, April 10th, 2008, to Tucson. The motion was seconded by Ann White. The motion was unanimously approved.

VIII. CALL TO THE PUBLIC

None

IX. ADJOURNMENT

On a motion by Kathy Howe, seconded by Frank Dickens and approved by the Board, Chair Brasher adjourned the meeting at 11:48 a.m.

DATED THIS 10th Day of April, 2008.

ARIZONA REAL ESTATE ADVISORY BOARD

By: _____

Gary Brasher, Chairman